

## Survey Pre-Notification Letter

Dear Veteran:

As part of its ongoing commitment to improving service, the Department of Veterans Affairs (VA), Veterans Benefits Administration (VBA), is conducting a customer satisfaction survey of persons, like yourself, who have recently received a VA home loan guaranty, or recently refinanced their VA home loan.

This letter is simply to let you know you have been selected to participate in this survey. In about a week, you will be receiving a questionnaire in the mail.

**The survey is completely confidential and will not affect your benefits in any way.** A national research organization, National Computer Systems, is conducting this survey for VA.

Your help with the survey is very important – VA needs to know about your experience so that we can improve our home loan guaranty process. Please take the time to complete and return the questionnaire when it arrives.

I would like to add how much we appreciate your assistance with this important project. Your participation will help us to continue to improve this important service to veterans.

Sincerely yours,

Guy H. McMichael III  
Acting Under Secretary for Benefits

P.S. For information regarding VA benefits, I invite you to visit our VA Home Page on the World Wide Web at <http://www.va.gov/> via the Internet. For information about customer satisfaction surveys, go to <http://www.vba.va.gov/surveys/>.

## Letter Accompanying First Questionnaire

Dear Veteran:

Enclosed is the questionnaire I wrote to you about recently. As part of our commitment to improving service, the Department of Veterans Affairs (VA), Veterans Benefits Administration (VBA), is conducting a customer satisfaction survey of persons, like yourself, who have recently received a VA home loan, or recently refinanced their VA home loan.

**Your answers are very important because you have personal experience with VA and its process for receiving a VA home loan.** You were selected for the survey as part of a national sample of persons who recently applied for or received this benefit. Survey findings will be reported to individual VA Regional Loan Centers and policy-makers in the Veterans Benefits Administration.

**It is important for you to know that your answers will not affect your current or future benefits.** While I sincerely urge you to complete the survey, should you decide not to participate, your eligibility for any future veterans benefits will not be affected in any way.

**Please remember, your answers will be confidential.** VA has asked National Computer Systems (NCS), an independent, national research organization, to conduct the survey. After gathering information from the survey, NCS will remove your name and any other identifying information before providing the survey data to VA. There is no way your answers will be linked to you.

If you have questions about this survey or the questionnaire itself, please call an NCS representative at 1-800-738-0031. You may also wish to call your local VA Regional Office at 1-800-827-1000.

By helping us, we can improve our service to you and the many others who have served our country so well. Thank you in advance for helping us in this important work.

Sincerely yours,

Guy H. McMichael III  
Acting Under Secretary for Benefits

Enclosure

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## Letter Accompanying Second Questionnaire

Dear Veteran:

About a month ago, we sent you a questionnaire as part of a national study of customer satisfaction with the VA home loan guaranty process. In case you did not receive or have lost your questionnaire, a replacement is enclosed. **If you have already mailed in your completed questionnaire, please do not complete this one.** However, if you have **not** yet replied, I am writing again requesting your help in this important study. **Your participation will not affect your current or future benefits**, but your attitudes and experience can help us improve the VA benefits process for you and others in the future.

You were selected to participate in this survey as part of a national sample of persons who recently received a VA home loan guaranty, or recently refinanced their VA home loan. Your answers are very important because **you** have personal experience with the VA and its benefits process. We really want to know your experiences – good, bad, or indifferent – because they will help us better understand what parts of the process are working well and, frankly, what parts need to be fixed. The survey findings will be reported to the individual VA Regional Loan Centers and policy-makers in the Veterans Benefits Administration.

**Remember, your answers will be confidential.** VA has asked National Computer Systems (NCS), an independent, national research organization, to conduct the survey. If you have any questions about this survey or the questionnaire itself, please call a representative from NCS at 1-800-738-0031 or call VA at 1-800-827-1000.

Again, if you have not yet replied, please take the time to complete this questionnaire and return it in the enclosed envelope. By helping us, we can improve our service to you and the many others who have served our country so well. We look forward to hearing from you and thank you in advance for your help.

Sincerely yours,

Guy H. McMichael III  
Acting Under Secretary for Benefits

Enclosure

P.S. For information regarding VA benefits, I invite you to visit our VA Home Page on the World Wide Web at **<http://www.va.gov>** via the Internet. For information about customer satisfaction surveys, go to **<http://www.vba.va.gov/surveys/>**.